

Role	Grade	Reports to
Catering Manager	5	Head of Catering

The Catering Team is responsible for delivering an outstanding catering service to our schools, supporting the Trust in its teaching and wider operations by ensuring students and staff are provided with excellent customer service and high quality, nutritious meals to support a healthy learning environment.

Our Trust serves thousands of meals daily, and it is vital that we are able to consistently deliver exceptional service to our schools.

Main purpose of the job:

The Relief Catering Manager works as part of the centralised Catering Team, providing support and cover across the schools as deployed by the Head of Catering. Deployments may be for short or longer-term cover to meet the requirements of the Trust.

To work as part of the Team and contribute to the achievement of its objectives, providing an effective and efficient catering service. This includes being responsible for the safe, effective and efficient operation of all aspects of the catering service in any of the Trust schools, including management of the team, cash reconciliation and the completion of all financial returns.

To ensure a high standard of catering service delivery to agreed standards to ensure our future generations have nutritious, delicious meals.

Key relationships:

The post holder will report to the Head of Catering and manage catering staff on a short to long-term basis within a designated school. They will work closely with school leadership colleagues and catering colleagues and lunchtime organisers across the Trust as well as external contractors.

Please note that whilst this job description gives an indication of the key responsibilities, it is not intended to provide an exhaustive list.

Main accountabilities:

- To support school catering teams to manage a quality, cost effective catering service in accordance with school specification, Trust standards, food safety standards, health and safety standards and Trust policies in when staffing levels are below optimum and additional support is needed.
- To provide interim cover as deployed, taking responsibility for food production and service as required, demonstrating flexibility and commitment to ensuring service delivery for schools.
- To support catering service delivery for summer schools across the Trust as deployed by the Head of Catering/Catering Support Managers.
- To develop knowledge of the range of school sites within the Trust, specific operational requirements and catering services in order to be able to step into any site and ensure service delivery standards are met.

- Adhere to pre-planned menus to ensure compliance with legislative client requirements and customer needs.
- Carry out efficient financial administration, following Prospere Trust financial regulations.
- Manage a team and be responsible for human resources including training and development, managing attendance and completing payroll returns.
- Provide a customer focused service, which is courteous and responsive and meets the school's needs at all times.
- Manage the team in promoting equal opportunities in the workplace and delivering services, which are accessible and appropriate to the diverse needs of service users.
- Ensure compliance with health & safety, food hygiene and COSHH (Control of Substances Hazardous to Health) regulations at all times.
- Participate in new initiatives and future changes in service delivery improvements to support the school such as trialling new menus and gathering feedback.
- Actively pursue own personal development and take full advantage of training provided.
- Undertake such duties as may be considered appropriate by the Catering Manager in line with the needs of the service.
- Be aware of and comply with child protection and safeguarding procedures, health and safety and security, confidentiality and data protection, reporting any concerns to the relevant member of staff.
- Maintain high standards of health and safety at all times.
- Maintain good relationships with colleagues and work together as a team.
- Contribute to the overall ethos/work/aims of the school.
- Attend all relevant meetings.
- To converse at ease in accurate spoken English is essential for the post.

People management

- Provide short to long-term line management of a team of catering staff including recruitment, probationary period management, performance management, absence management and staff development

All employees in the Trust are expected to:

- Support the vision, values and objectives of the Trust and demonstrate a collaborative, team working approach to school and Trust improvement <https://prospere.org.uk/about-us/vision-values>
- Take appropriate responsibility and action for safeguarding, be aware of confidential issues and maintain as appropriate
- Be aware of and comply with policies and procedures relating to child protection reporting all concerns to an appropriate person
- Promote and act in accordance with the Code of Conduct and all school / Trust policies including the Health and Safety Policy, Equality Policy and Data Protection Policy
- Effectively represent the Trust when liaising with contractors and outside agencies/organisations

Prospere Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

- Demonstrate tact and diplomacy in all interpersonal relationships with the public, pupils, parents and colleagues
- Take responsibility for personal professional growth and development, keeping up-to-date with national research, engaging proactively with nationally recognised career frameworks and professional organisations
- Attend Trust and school events as required and make a positive contribution during such events
- Attend regular meetings before and after Trust hours, including morning briefings
- Carry out duties other than those listed in the job description under the direction of the headteacher where the post holder has appropriate qualifications and has received appropriate training

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Person Specification	Essential / Desirable	Assessment stage
Qualifications		
Hold or be working towards NVQ Level 2 Food Preparation and Cooking or an equivalent qualification	Essential	Application
Must hold Foundation Food Hygiene Certificate or an equivalent qualification and have knowledge of health and safety regulations	Essential	Application
Appropriate knowledge of first aid	Desirable	Application
Knowledge and Experience		
Operational experience of a catering facility, where high standards of food quality, service and attention to detail are paramount	Essential	Application, Interview
Command of spoken English and active listening and verbal communication skills for effective interaction with customers, other catering colleagues school staff	Essential	Interview
To be aware of policies and procedures relating to child protection, health and safety and security, confidentiality and data protection	Essential	Application, Interview
Literacy and numeracy skills to accurately complete returns	Essential	Application, Interview
Behaviours and Values		
Demonstrates a collaborative, team working approach focused on improvement and supporting the vision, values and objectives of the organisation	Essential	Interview
Demonstrate a commitment to appropriate professional standards, including core policies relating to equality and diversity and child protection	Essential	Interview
Demonstrate a commitment to maintaining and developing professional knowledge and skills	Essential	Application, Interview
Tact and diplomacy in interpersonal relationships with all stakeholders	Essential	Interview
To be flexible and able to adapt and prioritise appropriately	Essential	Interview
Effective staff motivation and development, including establishment of a positive performance management culture	Essential	Application, Interview
Commitment to maintaining and providing a high-quality service	Essential	Application/ Interview
Ability to relate well to children and adults	Desirable	Interview

Self-motivation and personal drive to complete tasks to required timescales and quality standards	Essential	Application/ Interview
Demonstrates a commitment to maintaining and providing a high-quality service, and ensuring appropriateness for the diverse needs of the students	Essential	Interview
To wear the uniform provided	Essential	Interview
Willingness to undertake all appropriate training identified by the Trust	Essential	Application

Review and Amendment:

This job description is normally reviewed annually as part of the appraisal cycle. If significant changes are required, it may be amended following an individual consultation process.

All staff are expected to carry out their duties with due regard to current and future Trust and school policies, procedures, and relevant legislation. These will be drawn to your attention during the recruitment process, induction, staff handbook, ongoing performance development and through Trust communication.